

GREAT PLAINS INTERAGENCY DISPATCH CENTER

STANDARD OPERATING GUIDE # 8

TITLE: Daily Shift Responsibilities

EFFECTIVE DATE: September 14, 2004

UPDATED: February 2019

INTENT: To describe routine floor duties typically performed by GPC Dispatchers and specific dispatchers on a day-to-day basis. Duties for the first-in dispatcher, individual zone dispatchers, FLOPS and last-out/closing/on-call dispatcher are explained. The assignment of these responsibilities to individual dispatchers or groups does not imply that only that dispatcher or group will perform the tasks. This guideline establishes responsibility for ensuring the tasks get done. It is expected that all dispatchers will contribute to the completion of all tasks.

PROCEDURE

1. First-In Dispatcher/s During Summer/split shifts is usually also Intel.
 - 1.1. The first-In Dispatcher ensures the following tasks are completed each morning:
 - a. Turn on your workstation, open WildCAD, have ready to document.
 - b. Go into service at the beginning of shift (or other time as required to support field activities). On MSEL-1 announce "Great Plains Dispatch is in service, [date] at [time]". Document in WildCad, "GPC in service".
 - c. Press the Call Forward button on the FLOPs desk to take the phones off night service. See the Telephone Use SOG for detailed instructions.
2. Intel dispatcher will update, "put", print and post daily morning duties, also update the zone white-boards, including the date, current ERC levels.
3. Dispatcher/s will open and monitor ROSS, checking periodically for pending resource orders, returned resources or other work. On call Dispatcher is generally responsible for ROSS orders.
 - 3.1. FLOPS updates Resource Status page, Ross, Intel, Aircraft board, Duty Officer board, checks resources are on map, and updates magnets on map as able, although responsibility is zone dispatcher's.
 - 3.2. Intel dispatcher will update, "put", print and post daily morning duties, also update the zone white-boards, including the date, current ERC levels, FLOPS, Ross, Intel, Aircraft and response levels. Further information see the GPC Intel Guide at the Intel desk.

4. Individual Zone Dispatchers

4.1. The Individual-Zone Dispatchers tasks for the duty day:

- a. As resources go in service via the radio, update WildCAD and place the magnet on the map board.
- b. Ensure the Duty Officer(s) (DO's) for your Zone are correct on the DO Boards. See the Duty Officer SOG for detailed instructions.
- c. Broadcast the Morning and Afternoon Fire Weather Forecast on MSEL-2 for the Zone where you are working at the appropriate time. Advise Fire Danger, Planning Level, Tactical Aircraft and ground support availability. Request approval from the Aircraft Dispatcher prior to reading the forecast over Forest Net, air operations may be in progress or imminent, If approval is denied, document the disapproval and do not read the weather over Forest Net. Nebraska weather is only read in the morning.
- d. On the Morning/AM Report, update information during the course of the day. (Fires, fire status/size changes, resources sent out of zone, returned resources etc.) Update changes to fires in WildCAD, FAD, Card and give card to Intel to be updated in SIT report, SIT Briefing and SIT Tracking and initialed before replaced in the tree.
- e. As resources go out of service for the day, update WildCAD and remove the resource magnets from the Map Board. If questions arise whether a resource has or has not gone out of service, contact their Duty Officer and request clarification.
- f. When all resources in your Zone have gone out of service for the day, review WildCAD and WildCAD resource status, ensuring that it is complete, accurate and up to date.
- g. Prior to leaving for the day, individual zone dispatchers confirm all their logs-card stock and WildCAD are completed and filed appropriately, Example; you had two initial attacks (IAs) and a false alarm (FAL) on your zone that day. Complete the false alarm IA card with any needed information such as management code, resources are released etc., review and verify data, close the WildCAD incident, print, PDF and save to the "Incident Logs" on the W drive, and file the cardstock. The two IA forms: if all resources are off the fire, complete with name, management codes, verified lat/long, GPC code, size, jurisdiction, tabbed on the map board, status and file on the tree. If resources are still on the incident, give a full briefing to the relief dispatcher for that zone. Check and complete all files before filing-- Ask if you are un-sure what is to be completed and/or see the WildCAD and IA form SOG of more information. Make a note if followup, verification, or additional info is needed.

5. Last-Out/closing/On Call Dispatcher

5.1. The Last Dispatcher does the following tasks at the end of the duty day:

- a. As all resources under GPC IA responsibility have returned to station and gone out of service, remove their magnets from the map. If magnets remain, check the Daily Log and Resource Status in WildCAD for that zone and attempt to determine if the resource has gone out of service, call on radio for status. If no contact is achieved, contact the appropriate DO for resources status.
- b. After all nightly duties are complete, go out of service. On MSEL-1 announce "Great Plains Dispatch is out of service, [date] at [time]". Document "out of service" in WildCAD.
- c. Check the Incidents and Resources buttons then print and file the Wildcad daily log. Do not turn off the computer housing Wild Web. Do not shut down the radios, only turn off the monitors. Restart the computers at the end of the day. Use the FLOPS phone to put the phones on Night Service instructions are on the phone and call 399-3160 to let the Answering Service know that you are on call and out of service.
- d. Write the incidents names on red Post-It tabs, replacing the red numbered incident magnets and return the magnets to the storage area on the left hand edge of the Black Hills map board. On Call dispatcher should note next incident # in case of call back. Erase incident board. See the MAP GUIDELINES SOG for detailed instructions.
- e. Lock the outside and vestibule doors to GPC, and the compound gate into GPC.